

Electronic Acknowledgement Receipt

EFS ID:	9247720
Application Number:	10645438
International Application Number:	
Confirmation Number:	7992
Title of Invention:	Management of queues in contact centres
First Named Inventor/Applicant Name:	Tony McCormack
Customer Number:	23644
Filer:	William M. Lee/Jamie Mueller
Filer Authorized By:	William M. Lee
Attorney Docket Number:	920673-94702
Receipt Date:	18-JAN-2011
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Application Type:	Utility under 35 USC 111(a)

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Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$130
RAM confirmation Number	14782
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Authorized User	

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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part /.zip	Pages (if appl.)
1		ROA94702.pdf	550434 bd56c449fde2db0727fb1b77ca65c7f4a4471 8d2c	yes	18
Multipart Description/PDF files in .zip description					
Document Description		Start		End	
Amendment/Req. Reconsideration-After Non-Final Reject		1		1	
Amendment Copy Claims/Response to Suggested Claims		2		8	
Applicant Arguments/Remarks Made in an Amendment		9		18	

Warnings:
Information:

2	Extension of Time	extensionoftime94702.pdf	208375 0948e3ed5890620fb36f24198ba4aec73ca6 9008	no	1
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Warnings:
Information:

3	Fee Worksheet (PTO-875)	fee-info.pdf	29994 ca2203c15181dc0a9f92d4d6895b5b87162 020eb	no	2
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Warnings:
Information:

Total Files Size (in bytes): 788803

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National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

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